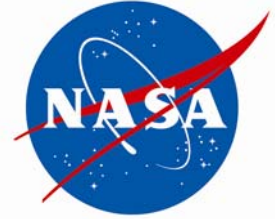


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

***NSSC Small Business Innovation  
Research and Small Business  
Technology Transfer Programs -  
Service Delivery Guide***

NSSC-PR-SDG-0008

Revision: B

September 7, 2007

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## Approved by

/s/ Joyce M. Short

Joyce M. Short  
Deputy Director

September 13, 2007  
Date

**Document History Log**

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	10/01/06	Basic Release
Revision A	10/11/06	Flowchart Updates
Revision B	09/07/07	Wave 2 Transition

# Table of Contents

Introduction .....	5
Process .....	7
Metrics.....	11
System Components .....	12
Customer Contact Center Strategy .....	13
Cross Functional Flowchart.....	14

# Service Delivery Guide

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## Introduction

The NASA Shared Services Center (NSSC) will award and administer Phase 1 and Phase 2 Small Business Innovative Research/Small Business Technology Transfer (SBIR/STTR) contracts as defined in the NSSC Transition schedule. Activities include assuming the duties and responsibilities of the Procurement Policy Manager (PPM), Contracting Officer (CO) and Contract Specialist as discussed in the NSSC Transition Plan and the NASA SBIR/STTR program Electronic Handbooks (EHBs). The NSSC will, in coordination with the SBIR/STTR Program Executive and SBIR/STTR Program Management Office, participate in the development of SBIR/STTR solicitations, model contracts, in the debriefing of unsuccessful offerors, and in the design and content maintenance activities for the EHBs. NSSC will, in coordination with Field Center Program Offices, verify Center recommended Contracting Officer Technical Representatives (COTRs) and alternates are compliant with the COTR Training requirements and obtain a temporary waiver if necessary, appoint COTRs and alternates, establish and maintain official contract files, conduct contract negotiations; perform various analyses, develop contract documents and oversee document approval and execution. The NSSC will process and coordinate contractual actions including deliverables, compliance issues, voucher processing and contractor reporting.

## NSSC Responsibilities

NSSC will administer NSSC-awarded SBIR/STTR Contracts. NSSC duties include, but are not limited to, receiving, reconciling, recording, processing, inputting, maintaining and retaining documents necessary to complete official contract files from pre-award through physical completion.

### NSSC Civil Servants (CS)

- Oversee and monitor Procurement activities;
- Administer policy changes and updates and liaise with SBIR/STTR Program Executive, Program Management Office, NASA Center Liaison, SBIR/STTR Field Center Offices, COTRs, and others as required;
- Review, negotiate, award and administer SBIR/STTR Contracts/Purchase Orders; and
- Serve as the NASA SBIR/STTR Procurement Policy Manager (PPM).

### NSSC Contractor Service Provider (SP)

- Support the study and analysis of the SBIR/STTR electronic processes;
- Develop and maintain a complementary SBIR/STTR website;
- Support the NSSC CO's in contract administration of SBIR/STTR awards;
- Perform fact finding and analysis;
- Support Phase 2 debriefings;
- Monitor Contract performance and Phase 2 funding profiles, and
- Prepare contract/purchase orders and documentation.

## PMO Responsibilities

The Program Management Office (PMO) will continue to serve as NASA lead office for all issues associated with the SBIR/STTR programs.

### Program Management Office

- Provide and maintain the EHBs,
- Develop SBIR/STTR solicitations and manage the solicitation process for Phase 1 and Phase 2 SBIR/STTRs,
- Receive and process proposals in response to the SBIR/STTR solicitations,
- Oversee the proposal evaluation processes, and
- Work with the Source Selection Official in the selection of awardees of SBIR/STTR Contracts and provide appropriate notifications.

## Center Responsibilities

### NASA Centers

- Retain existing (Center-awarded) SBIR/STTR Contracts through physical completion. That is, no active Contracts will be transferred to NSSC.
- Award and administer Phase 2 SBIR/STTR Contracts resulting from existing Phase 1 SBIR/STTR Contracts awarded by that Center,
- Award and administer Phase 3 SBIR/STTR Contracts,
- Program/project, budgeting, safety, property, costing and resources responsibilities including writing Purchase Requests associated with SBIR/STTR Contracts,
- Process invoices and payments until Financial Management transitions to NSSC.

This Service Delivery Guide primarily addresses post-selection procurement activity. Not all individual group responsibilities are specifically identified or described. The roles and responsibilities of various participants, e.g. Mission Directorate Representatives, are identified in the Policy Directives and Guidelines in the EHB. Please see the NASA SBIR/STTR Policy Statement (SSPS), specifically the Roles and Responsibilities in Directive SSPS 2006-1, dated October 3, 2005.

### Electronic Handbooks/Contract Management Module

The EHBs are a system of electronically-supported business processes to manage SBIR/STTR programs and associated data. The NSSC will utilize CMM and EHBs to produce, review, analyze, transmit, execute, record and maintain documents required for SBIR/STTR contract awards in compliance with Federal Acquisition Regulations, the NASA FAR Supplement and other applicable rules and regulations.

## SBIR/STTR Contract Award and Administration Process

### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1  Program Management Office (PMO)  Proposal Selection	Source selection official selects Proposals for Negotiation and notifies NSSC.	Available in EHBs.
Step 2  NSSC Civil Servant (CS)  Assign Contract Numbers & CS personnel.	CS assigns contract numbers to the proposals selected for negotiation. CS and SP personnel assigned to contracts.	Assignments made in EHB.
Step 3  NSSC Service Provider (SP) Functional Lead  Assign files to SP	SP Functional Lead assigns specific files to individual SP team members (Contract Specialist role in EHB).	Assignment made in EHB.  EHB generates Remedy change request.
Step 4  NSSC SP  Prepare Contract File (hard copy & electronic)	SP begins data entry into CMM and preliminary review and verification processes. Steps include CCR, Debarment, Vets 100, vendor code, etc.	Documents associated with this review are saved in contract/award files.
Step 5  NSSC CO appoints COTRs to contracts.	NSSC CO appoints COTRs for each specific file and if necessary, Alternate COTRs.	Appointment made in EHBs.
Step 6  NSSC CO, SP and COTR  Unsuccessful Proposer Debriefings	Phase 1 & 2: unsuccessful proposers receive a letter from PMO. For Phase 2 only, if firm requests in writing, then CO conducts formal debriefing assisted by SP, COTR and if necessary, Center and PMO.	FAR 15.506 and PIC 04-11 provide guidelines for conducting the debriefing. Occurs only if requested in writing.
Step 7  NSSC SP  Selection Package	SP downloads selection package to corresponding file; including electronically executed COTR delegation forms.	Download from EHB to Tech Doc.

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Step 8 NSSC SP Selection Package Review	SP reviews selection package to determine if required documentation and information have been included.	Required documents include offer, proposal evaluation, source selection decision, source list, COTR's technical evaluation identifying safety issues; proprietary information cover sheet, if applicable.
Step 9 NSSC SP If Selection Package is Incomplete	SP obtains necessary documentation, information, etc.	Administrative process is standardized. SP proceeds with award processing steps to the extent possible while waiting for documents.
Step 10 NSSC SP Prepare Budget Review Memorandum	SP prepares budget review memorandum.	Utilize historical rates and factors database for Phase 1 evaluations.
Step 11 NSSC SP Prepare Pre-Negotiation Memorandum	For Phase 2, SP prepares pre-negotiation memorandum.	Only applicable to Phase 2's.
Step 12 NSSC CO Contract Negotiations	CO conducts negotiations, SP provides support including incorporating changes to contract document in CMM.	CO conducts negotiations. SP documents negotiation results.
Step 13 NSSC SP Price Negotiation Memorandum	SP prepares a record of the negotiation.	Document uploaded to file and reviewed by CO, copies of document are filed in EHB and contract file.
Step 14 NSSC SP Contract Document	SP prepares Purchase Order or Contract document as required.	Document created in CMM; Phase 1, a purchase order (OF 347); Phase 2, a contract (SF 26).
Step 15 NSSC SP Quality Assurance/Peer Review	SP transmits electronic request for QC file check.	QC file check includes the hard copy file and CMM file.

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Step 16 NSSC SP QC review Complete	Reviewing SP transmits comments, corrections to responsible SP, if necessary.	Notification and comments will be transmitted in CMM.
Step 17 NSSC SP Incorporate QC changes	SP updates CMM file as necessary.	All changes made in CMM and to hard copy file.
Step 18 NSSC SP Contract Review	SP transmits notification to CO that contract is ready for review. The review includes the CMM file and the hard copy file.	Notification submitted in CMM.
Step 19 NSSC CO Approval Contract Form	CO approves Contract form and content. SP submits contract document to contractor for signature.	Review in CMM and hard copy file.
Step 20 NSSC SP PR receipt	SP receives PR; contract is ready for execution.	PR notification and receipt in CMM.
Step 21 NSSC SP Contract Execution	CS executes contract electronically in CMM and signs hard copy.	All documents and signatures transmitted electronically.
Step 22 NSSC SP Receive Executed Contract Documents	SP notified in CMM that contract execution complete.	CMM will notify SP automatically.
Step 23 NSSC SP Contract Distribution	SP electronically transmits executed contract documents to those on distribution list.	
Step 24 NSSC SP FPDS-NG	SP inputs data in FPDS-NG.	

Step 25 NSSC SP Tech Doc Storage	All parts of contract uploaded into TechDoc.	Includes deliverables and invoices.
Step 26 NSSC SP Initial Invoice Received	SP coordinates payment of 1 <sup>st</sup> invoice.	Phase 1 only, Contractor submits invoice upon contract execution.
Step 27 NSSC SP Deliverables	SP notified of receipt of deliverable or invoice, SP monitors deliverable approval and invoice processing.	EHB notifies SP when deliverables received.
Step 28 NSSC SP Administrative Support	SP initiates administrative process to coordinate completion of transaction, if problem arises.	SP will coordinate with CO if Level 3 intervention necessary.
Step 29 NSSC SP Contract Action	SP processes extraordinary contract actions such as modifications or terminations; SP supports CO during negotiations.	SP coordinates receipt of data and prepares required documents for approval by CO in CMM and hard copy file.
Step 30 NSSC SP Final Deliverable	SP monitors delivery of Contractor's final report and processing of final invoice, ensuring new technology reporting requirements are completed prior to final payment.	SP submits final voucher and documents to CO for sign-off on final payment. Center specific NTR and payment processes executed.
Step 31 NSSC SP FPDS-NG	SP records contract completion in FPDS-NG.	SP uses CMM to upload report.
Step 32 NSSC SP Close file	SP sends file to closeout contractor.	Closeout contractor accesses contract file in TechDoc.

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**Metrics**

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC SBIR/STTR Processing Team	Complete Phase 1 and Phase 2 Award	NASA PMO, Requisite Centers and SBIR/STTR Contractors	Process, Negotiate, Award, Distribute and Document all NSSC processed SBIR/STTR Contracts within Schedule
NSSC SBIR/STTR Processing Team	Administer Phase 1 and Phase 2 SBIR/STTR Contracts	NASA PMO, Requisite Centers and SBIR/STTR Contractors	Process and Document SBIR/STTR Contract vouchers and any administrative actions as required by the SBIR/STTR Contracts processed by the NSSC

## System Components

EXISTING SYSTEMS/ TOOLS			
IT System Title	IT System Description	Access Requirements	IT System Interfaces
<b>CMM</b> (Contract Management Module)	Contract Document generation system which integrates with IEMP Core Financial System with reporting and workload tracking capability	User role at NSSC	SAP/IEMP
<b>REMEDY</b>	Performance measurement and workflow tracking application	User role for SP and CS	Yes
<b>TECH DOC</b>	References and resources database	User role at NSSC	Yes
<b>NASA SBIR/STTR Website</b> (Non-NSSC)	Official NASA SBIR/STTR web-site provides information and documents for the SBIR/STTR programs.	User role at NSSC	NAIS
<b>SAP/IEMP</b>	Integrated Enterprise Management Program (IEMP) for Procurement Request receipt, contract funding and payment processing	User role at NSSC	CMM FPDS-NG
<b>FPDS-NG</b> (Federal Procurement Data System –Next Generation)	Collects, develops, and disseminates data on all federal expenditures for supplies and services	User role at NSSC	NAIS CMM SAP
<b>EHBs</b> (Electronic Handbooks)	System of electronically-supported business processes to manage SBIR/STTR programs and associated data	User role at NSSC	None

NEW SYSTEMS			
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
No new systems will be utilized for this activity	Not applicable	Not applicable	Not applicable

## Customer Contact Center Strategy

The NSSC Customer Contact Center (CCC) will be a primary point of contact for its SBIR/STTR customers. Inquiries received by the CCC are designated Level One (L1), Two (L2), or Three (L3). The CCC opens a Remedy ticket for each inquiry. Routine inquiries received and resolved by the CCC are L1 cases. A question unable to be answered or resolved by the CCC (L1) is elevated to L2, the SP Procurement organization. L3 inquiries are those requiring a response from a Contracting Officer (CO) or CS staff. The CCC assigns questions about specific SBIR or STTR awards to the L2 service provider or L3 civil servant responsible for them.

The NSSC CCC can be reached by telephone, facsimile or electronic mail as provided below:

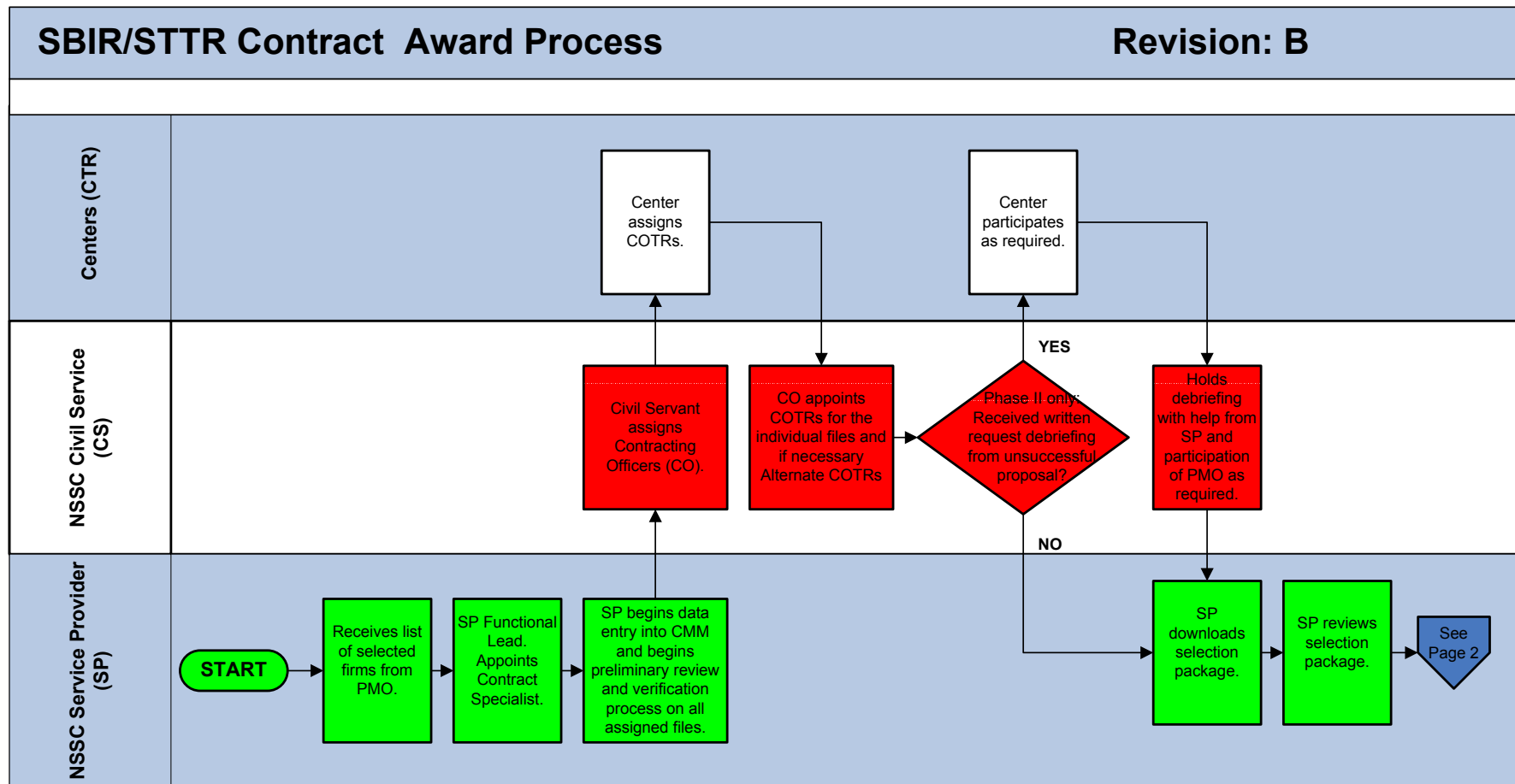
Email: [nssc-contactCenter@nasa.gov](mailto:nssc-contactCenter@nasa.gov)

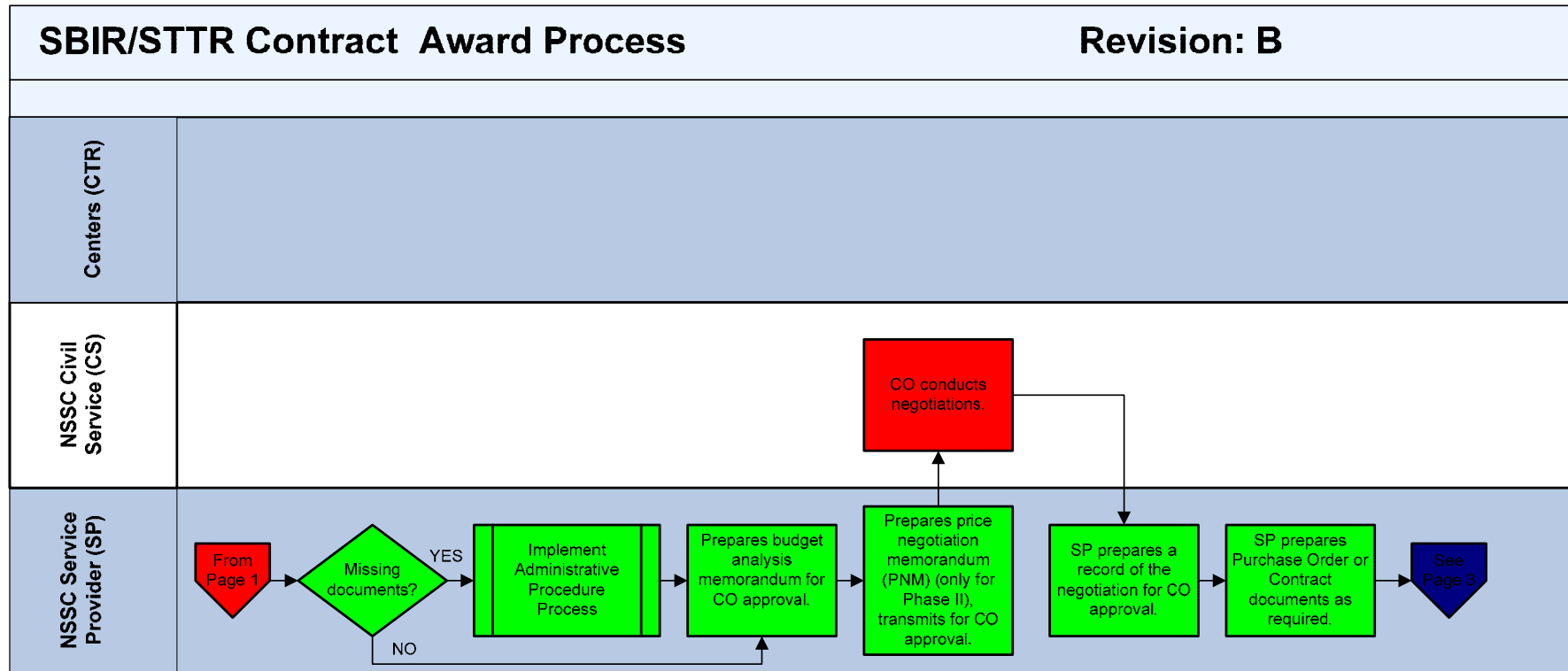
Fax: 1-866-779-6772

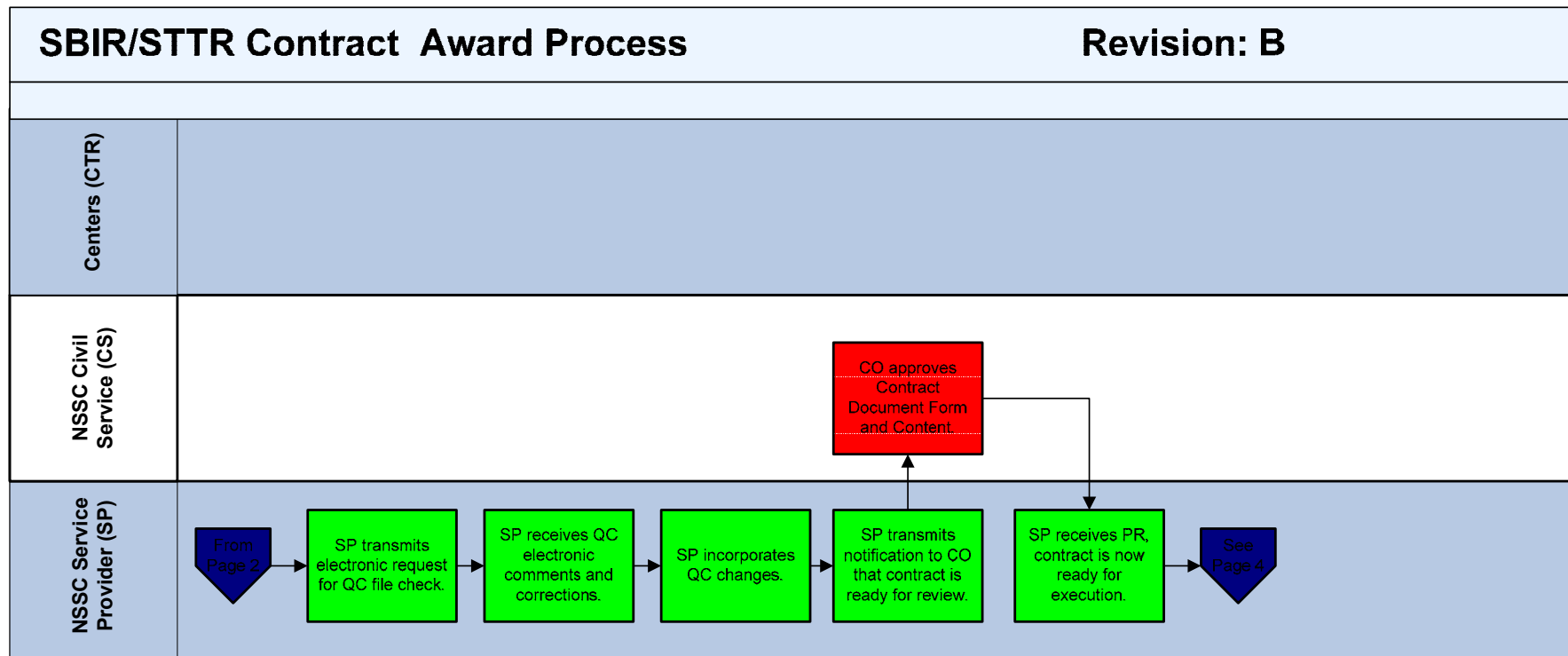
Telephone: 1-877-NSSC123 (or 1-877-677-2123)

Website: [www.nssc.nasa.gov](http://www.nssc.nasa.gov)

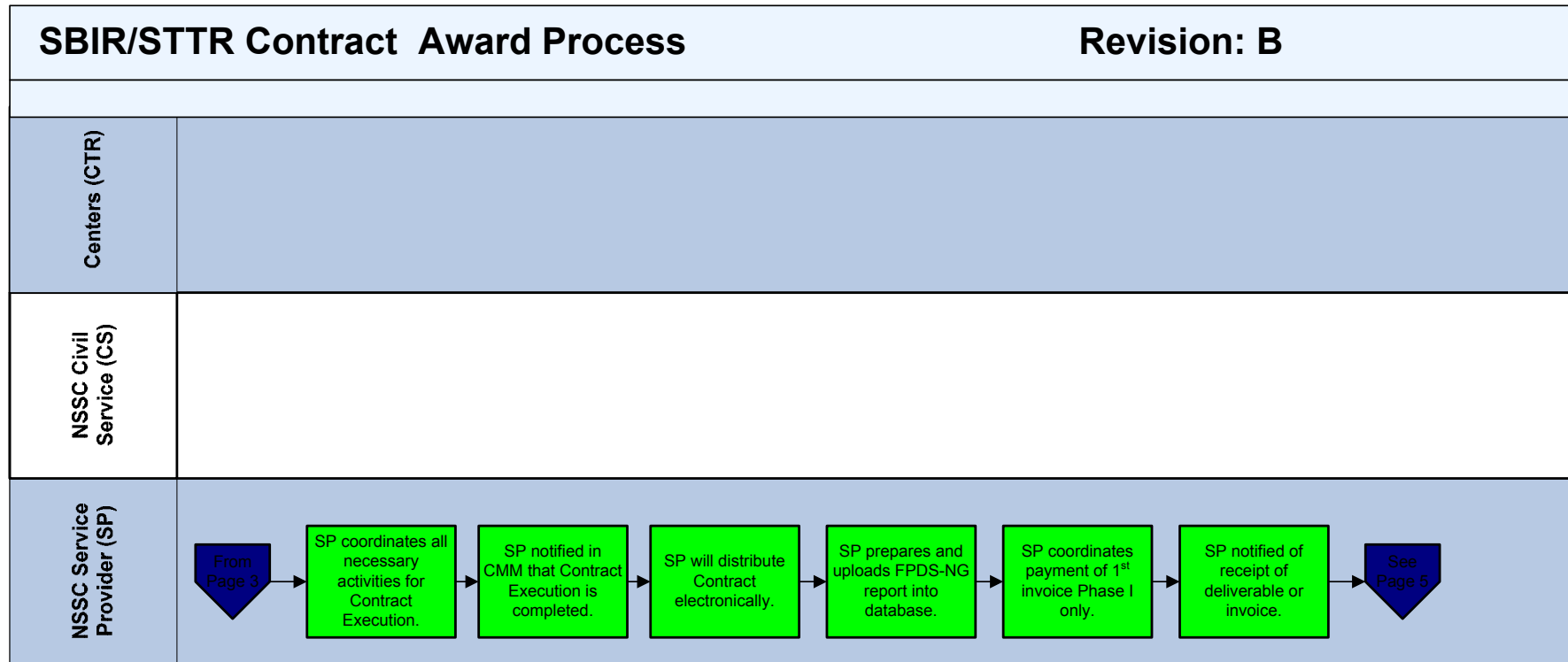
NSSC Procurement has provided to the CCC a listing of civil service and service provider procurement personnel identifying the activities for which each person is responsible. NSSC Procurement has furnished the CCC a list of URL's, web sites, other pertinent information and Frequently Asked Questions to assist in responding to routine Level One customer inquiries. Further, NSSC Procurement has designated facilitators and back-up personnel to coordinate with the CCC to ensure the on-going flow of communications between the NSSC Procurement and the CCC.

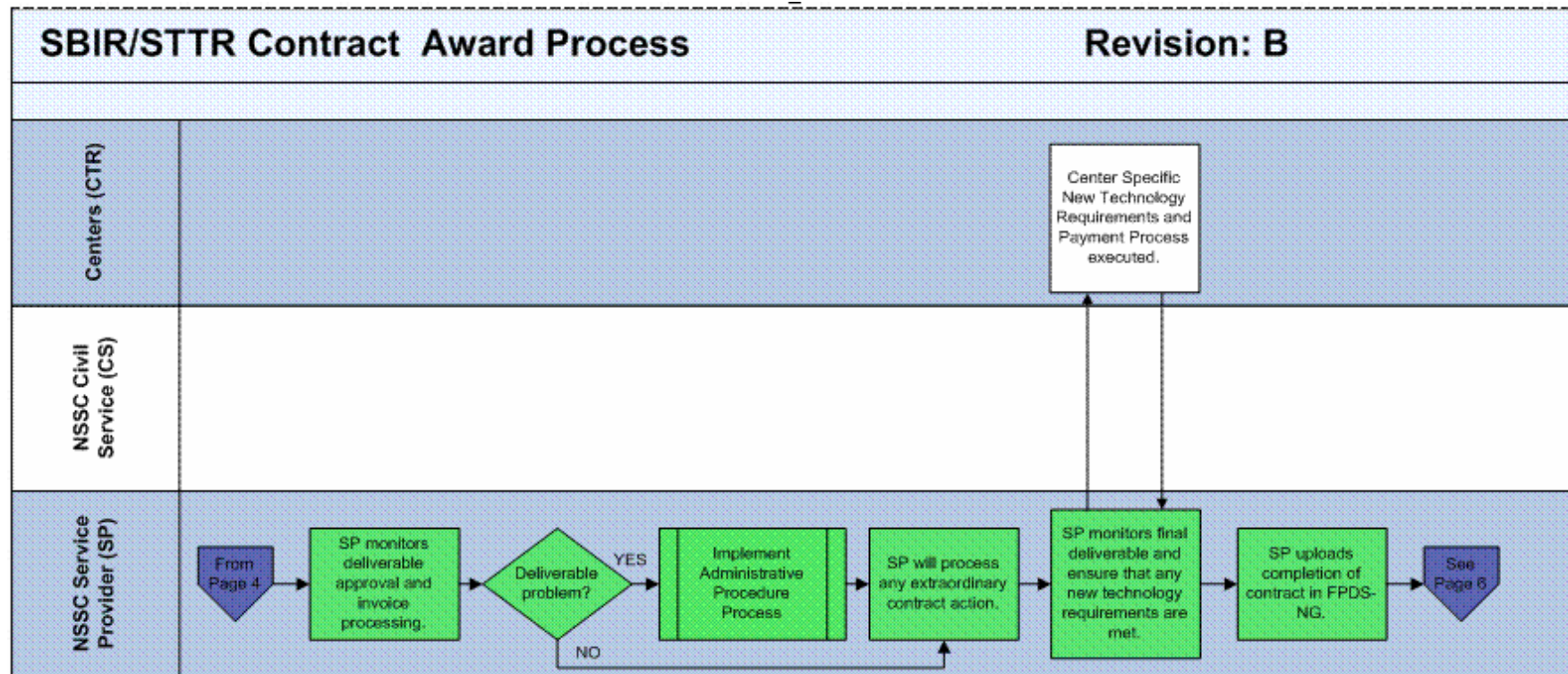


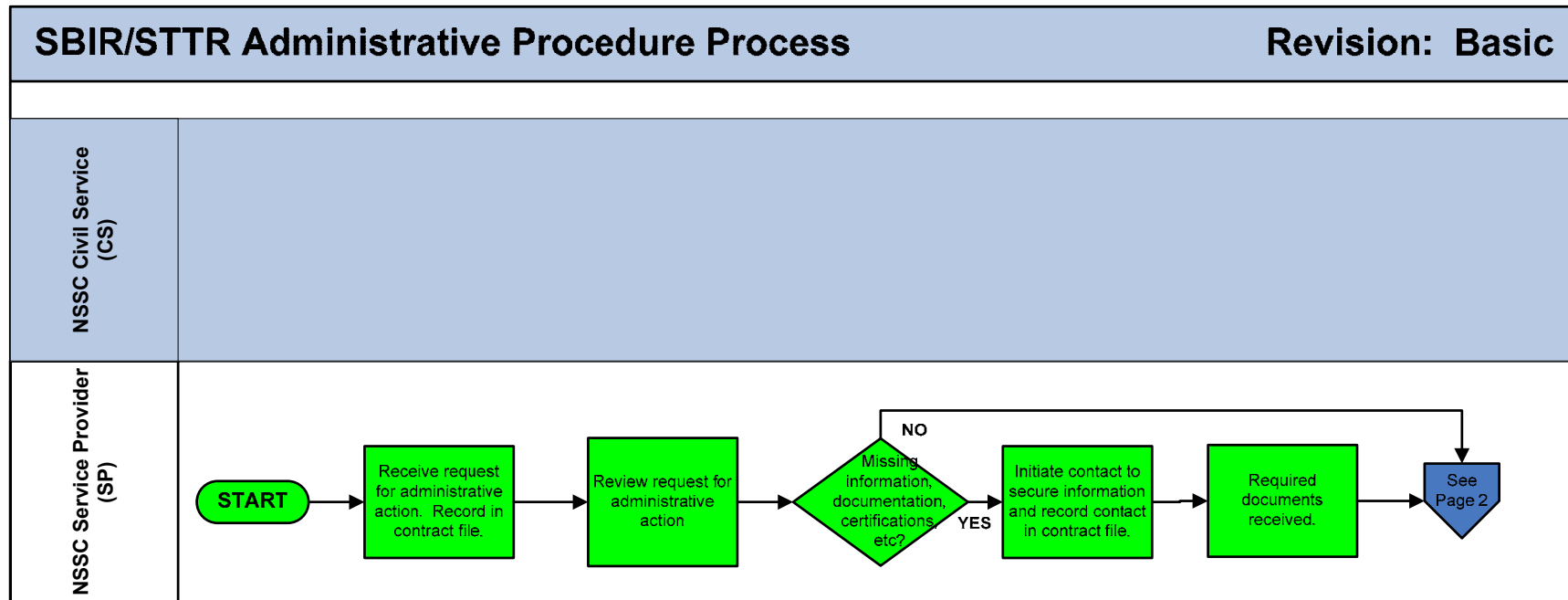












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